

FIG. 1

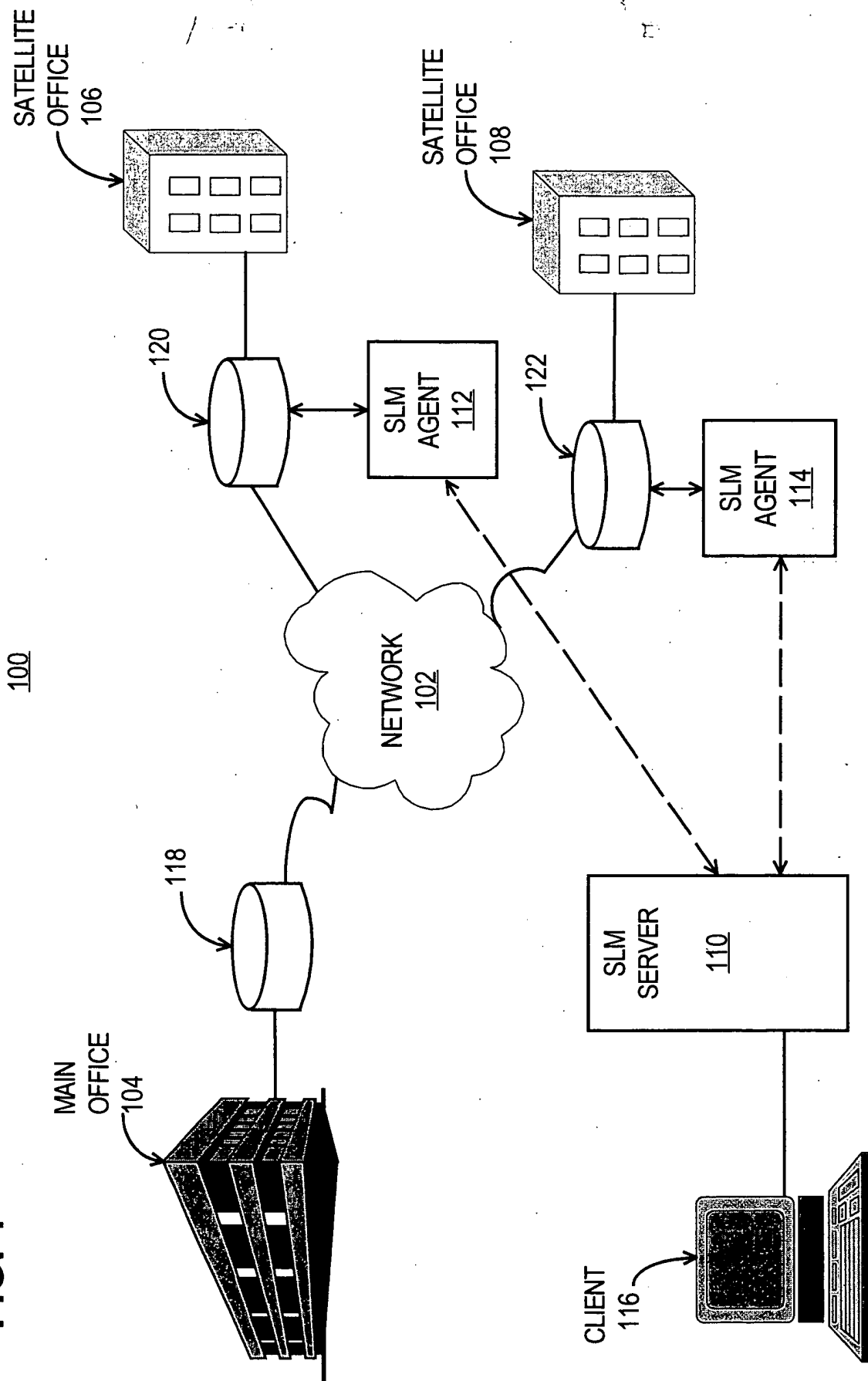


FIG. 2A

200

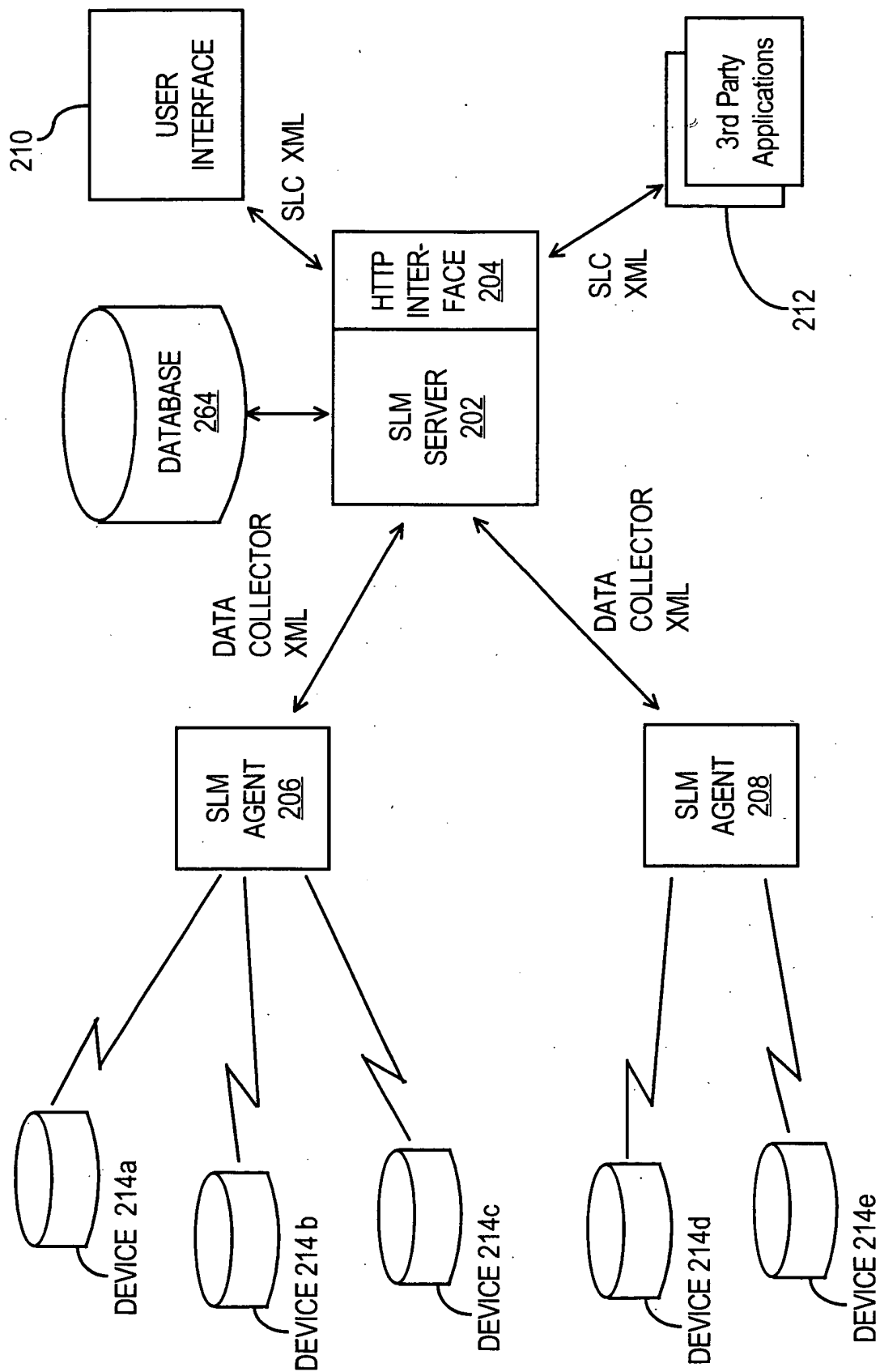


FIG. 2B

250

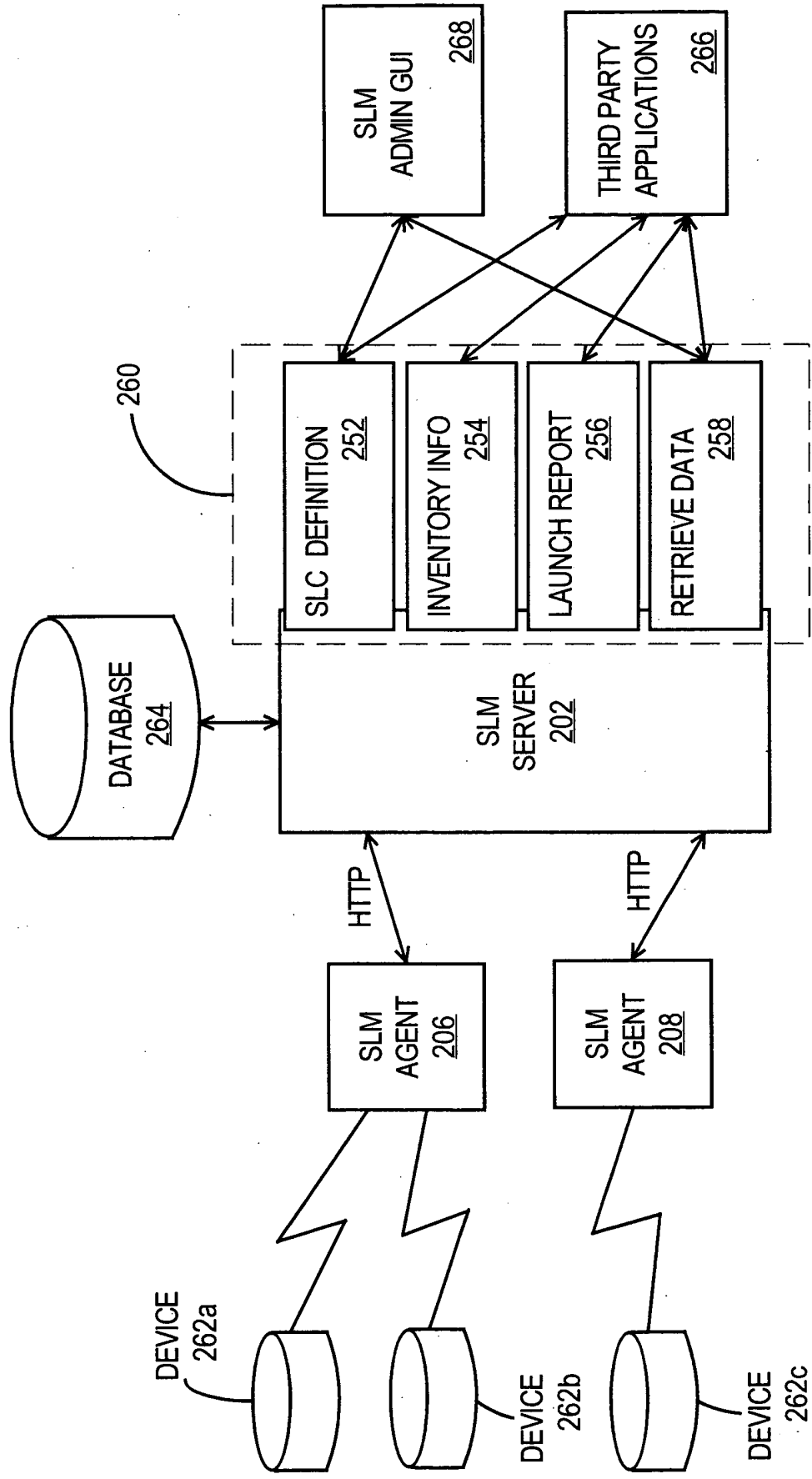
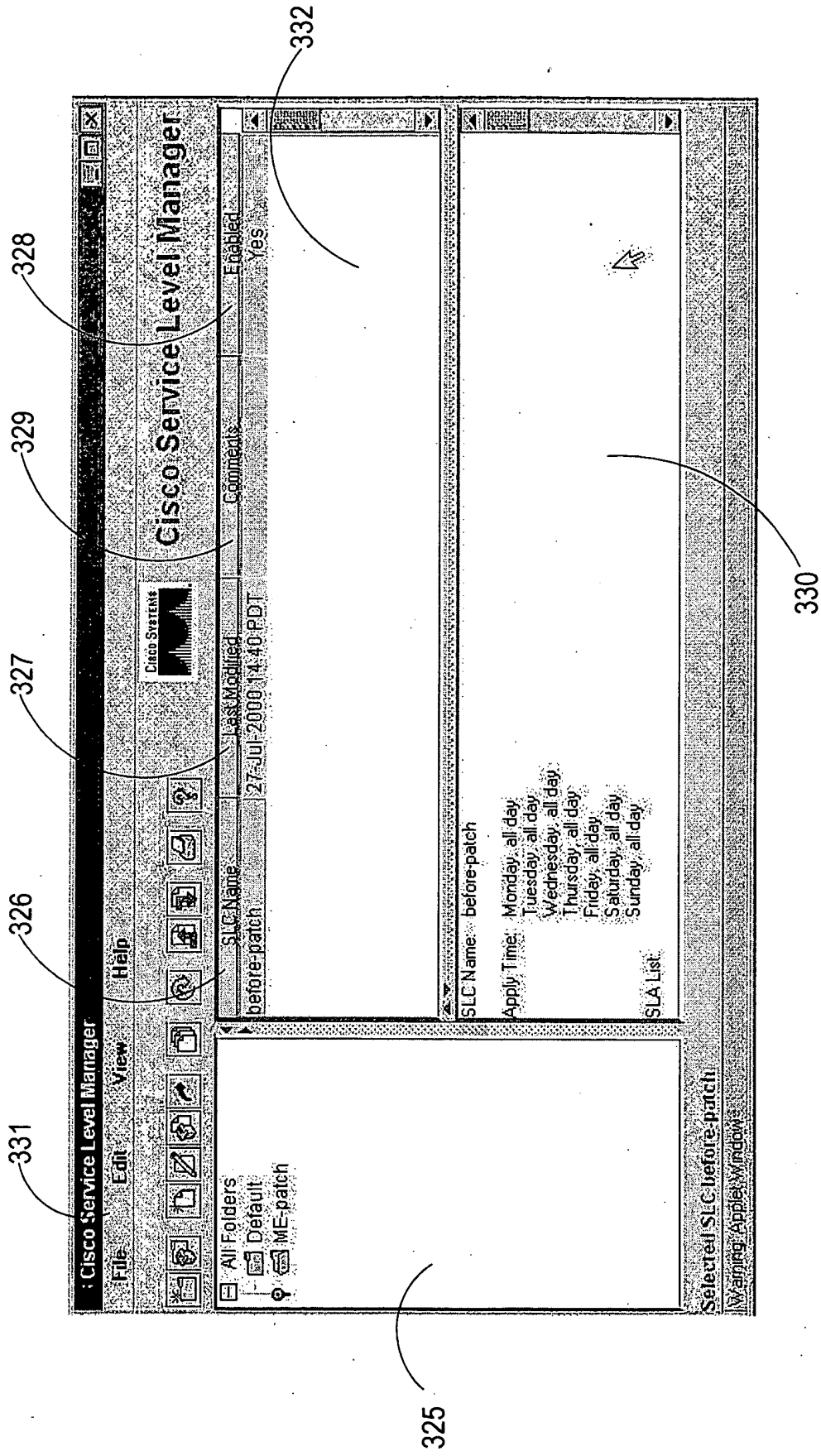


FIG. 3A

300



[illegible]

302

Figure 1 is a screenshot of a software interface for defining a Service Level Contract (SLC). The interface includes a title bar, a menu bar, and a main window. The main window is divided into several sections:

- Name:** A text field containing "Sample Service Level Contract".
- Comments:** A text area containing "An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer."
- SLC Applies:** A table with columns for days of the week (Mon, Tue, Wed, Thu, Fri, Sat, Sun) and a 'Frequency' column. The table shows "All day" for all days.
- SLA Items in This SLC:** A list box containing one item: "Round Trip Response: ICMP".
- Round Trip latency:** A section showing a value of "1000" and a unit of "ms".
- Buttons:** "New", "Edit", "Delete", "Apply", "OK", "Cancel", and "Help".

FIG. 3C

303

The image shows a software window titled "Define SLA - Round-Trip Response" (355). The window is divided into several sections:

- SLA Wizard** (356): Located at the top left, it contains three steps:
  1. Define SLA Name (with a checked checkbox)
  2. Select Device Pairs (with an unchecked checkbox)
  3. Define Thresholds (with an unchecked checkbox)
- Define SLA** (357): The main area of the window, containing:
  - Name** (358): A text field containing "Round trip latency".
  - Comments** (359): A large text area containing "Tests latency between each branch office".
  - Sampling Interval** (360): A dropdown menu set to "5 minutes".
  - Round-Trip Response** (361): A dropdown menu set to "ICMP Echo".
  - Payload Size** (362): A text field containing "28".
  - Type of Service** (363): A text field containing "0".
- Buttons** (364): Located at the bottom right, including "Back", "Next", "Cancel", and "Help".
- Legend** (365): Located at the bottom left, showing three items:
  - Valid Data (with a checked checkbox)
  - Invalid Data (with an unchecked checkbox)
  - No Data (with an unchecked checkbox)

FIG. 3D

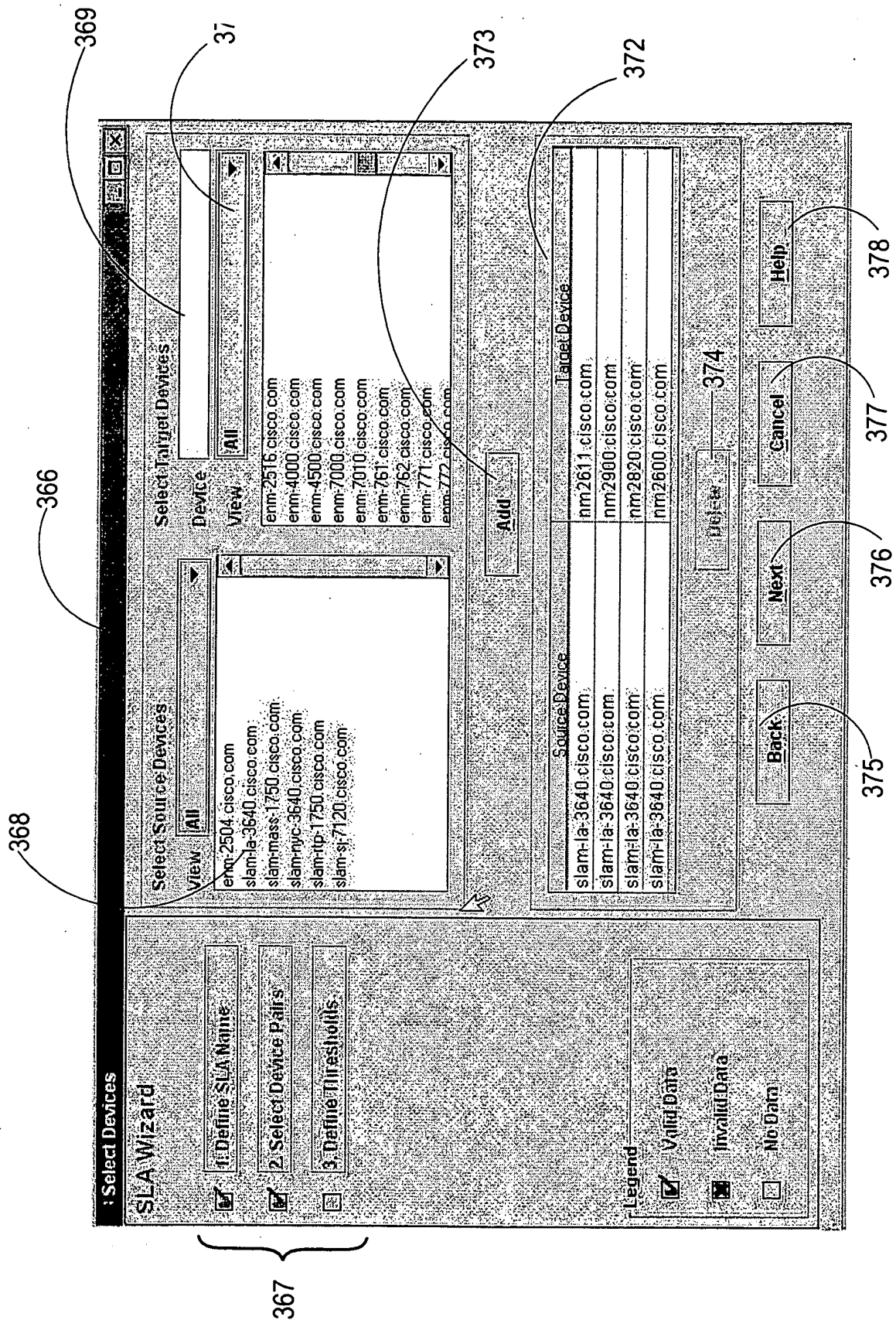
304

FIG. 3E

305

Figure 1 is a screenshot of a software window titled "Define Thresholds - Round-Trip Response & Network Services". The window is divided into several sections. At the top, there is a "SLA Wizard" section with three steps: "1. Define SLA Name", "2. Select Device Pairs", and "3. Define Thresholds". Below this is a "Legend" section with three checkboxes: "Valid Data" (checked), "Invalid Data" (unchecked), and "No Data" (unchecked). The main area of the window is divided into three sections: "Round-Trip Latency", "Availability", and "Monthly Threshold". Each section contains a "Daily Threshold" and a "Monthly Threshold" section. The "Round-Trip Latency" section has a "Daily Threshold" of 200 milliseconds average per hour and a "Monthly Threshold" of 200 milliseconds average per day. The "Availability" section has a "Daily Threshold" of 99.0 percent of a day and a "Monthly Threshold" of 99.0 percent of a month. The "Monthly Threshold" section has a "Daily Threshold" of 99.0 percent of a day and a "Monthly Threshold" of 99.0 percent of a month. The window has a title bar with standard window controls and a "Help" button in the bottom right corner.



**FIG. 4**

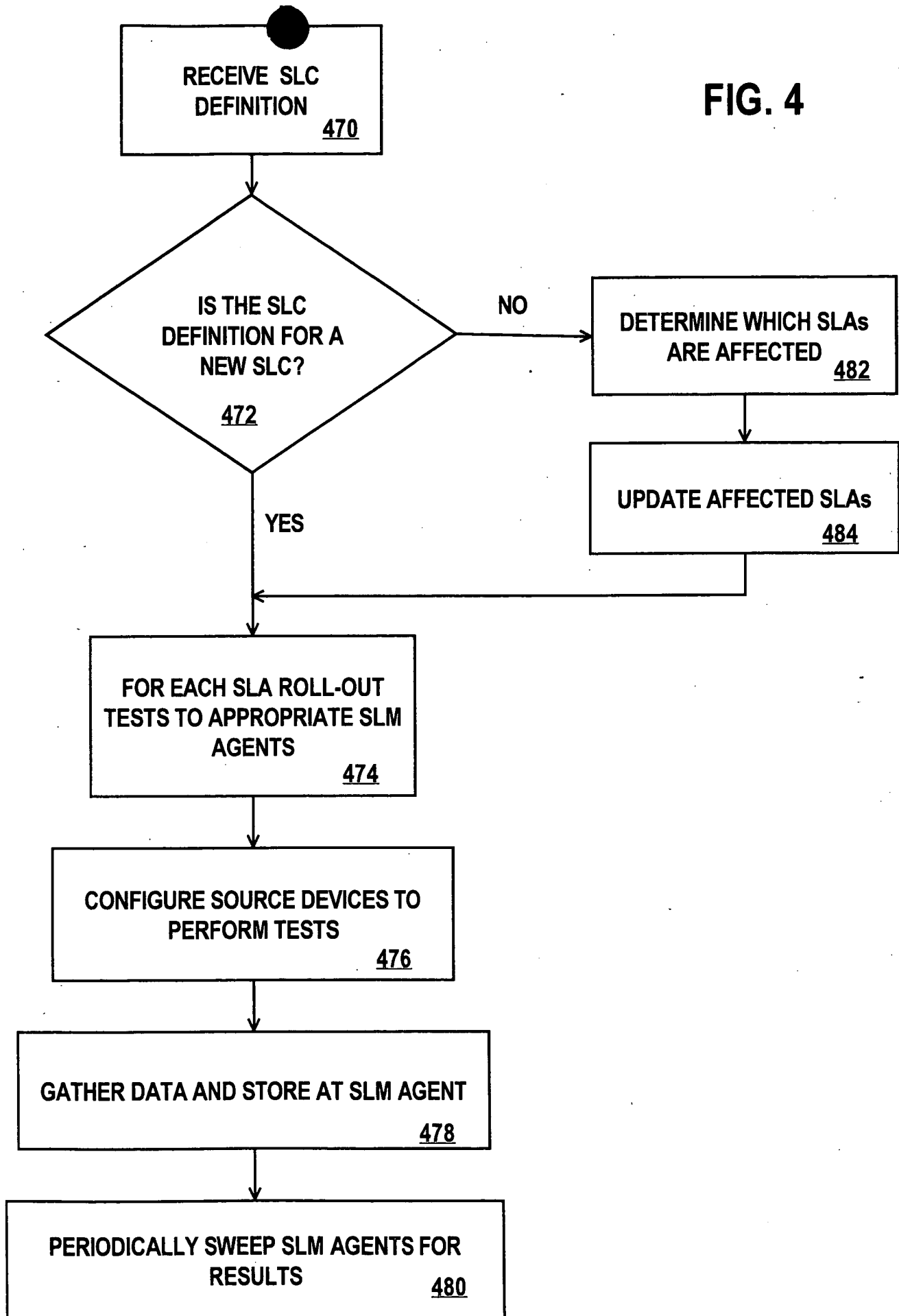


FIG. 5A

500

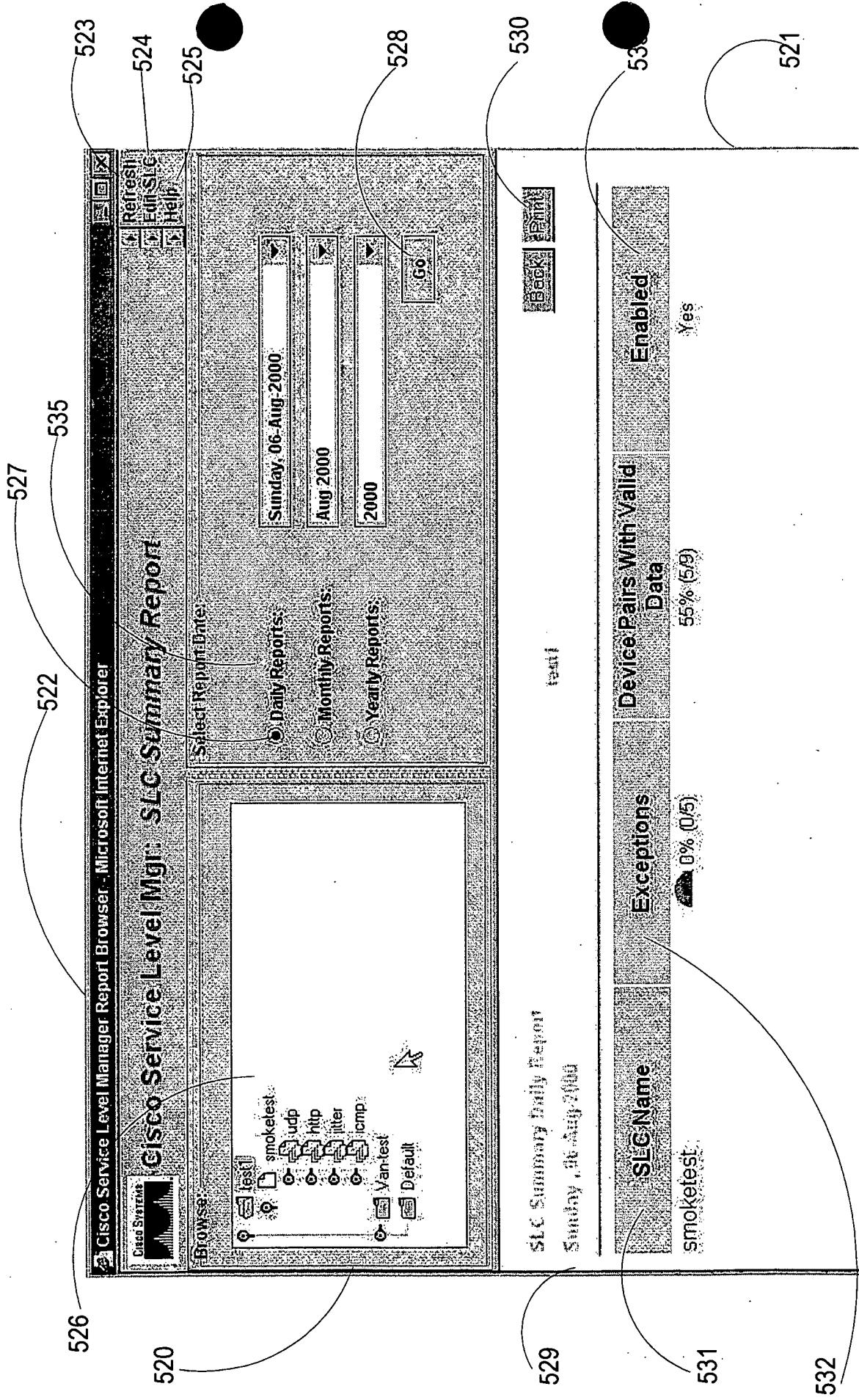


FIG. 5B

501

539

540

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

Cisco Service Level Mgr: SLC Detailed Report

Data Status

Browse:

- test1
  - smoke test
    - udp
    - http
    - filter
    - icmp
  - Van-test
  - Default

Select Report Date:

Daily Reports:

Monthly Reports:

Yearly Reports:

Sunday, 06-Aug-2000

Aug 2000

2000

Go

SLC Detail Daily Report

Sunday, 06 Aug 2000

Back Print

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FIG. 5C

502

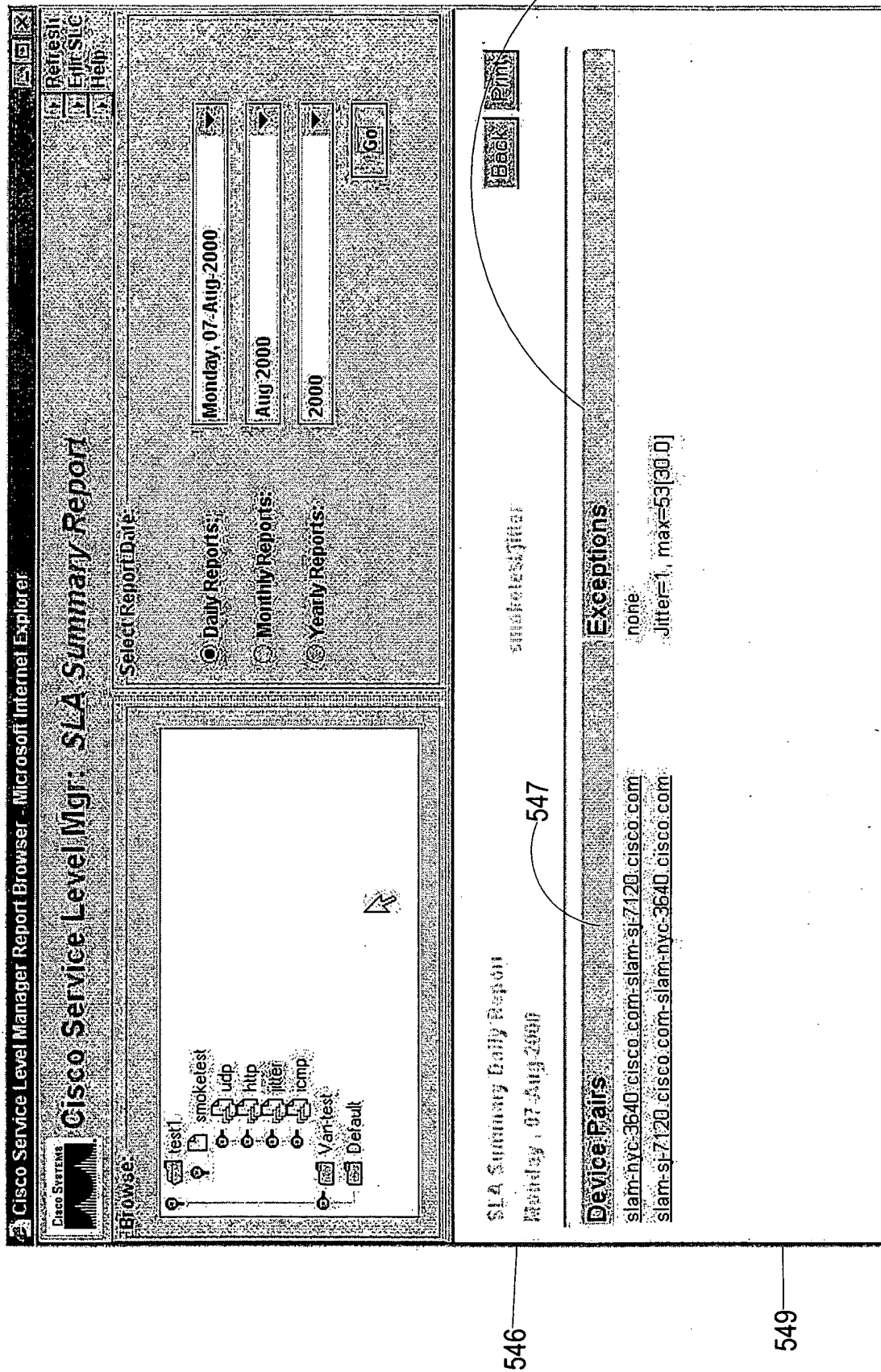


FIG. 5D

503

Cisco Service Level Manager Report Browser - Microsoft Internet Explorer

### Cisco Service Level Mgr: SLA Detailed Report

Refresh Edit SLA Help

Select Report Date:

Monday, 07-Aug-2000

Aug 2000

2000

Go

Select Report Date:

☒ Daily Reports

☐ Monthly Reports

☐ Yearly Reports

Browser:

test1

snoketest

udp

http

filter

icmp

slam-nyc-3640.cisco.com - 172.22.128.111

slam-sf-7120.cisco.com - 172.22.128.111

slam-nyc-3640.cisco.com - 172.22.128.111

slam-sf-7120.cisco.com - 172.22.128.111

ICMP Daily Report  
Monday, 07-Aug-2000

slam-nyc-3640.cisco.com - 172.22.128.111

Back Print

552

#### Summary

#### SLA Applied:

Monday All Day

Tuesday All Day

Wednesday All Day

Thursday All Day

Friday All Day

Saturday All Day

Sunday All Day

#### Round Trip Latency:

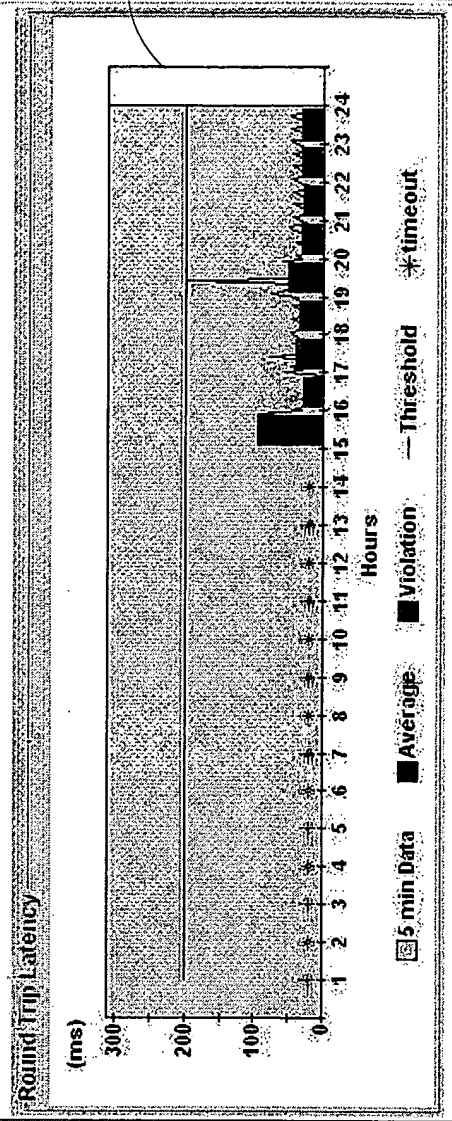
Hourly Maximum: 86 ms

Hourly Minimum: 27 ms

SLA Period/Average: 40.854 ms

#### Availability:

551

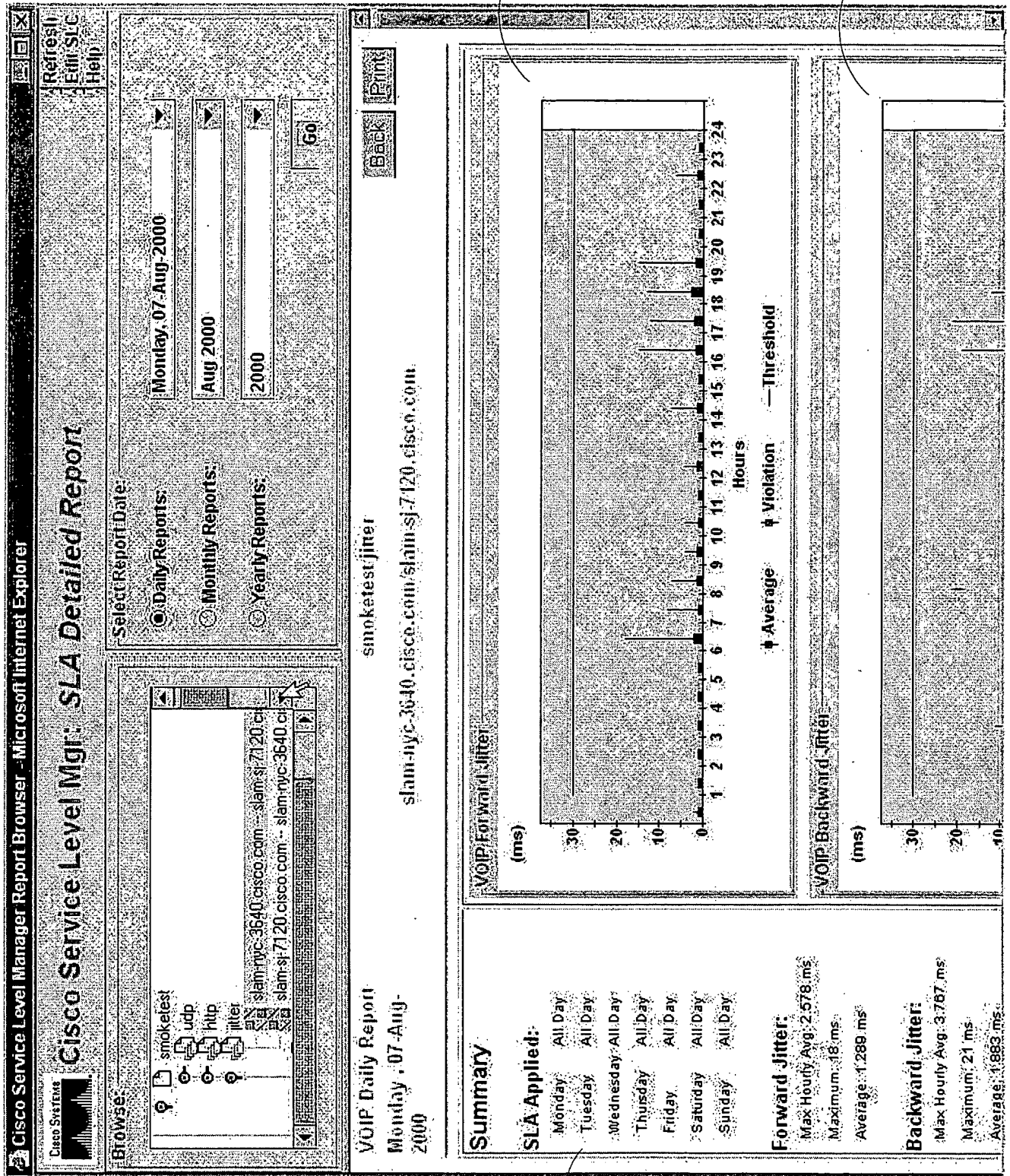


554

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FIG. 5E

506



569

570

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567

**FIG. 6**

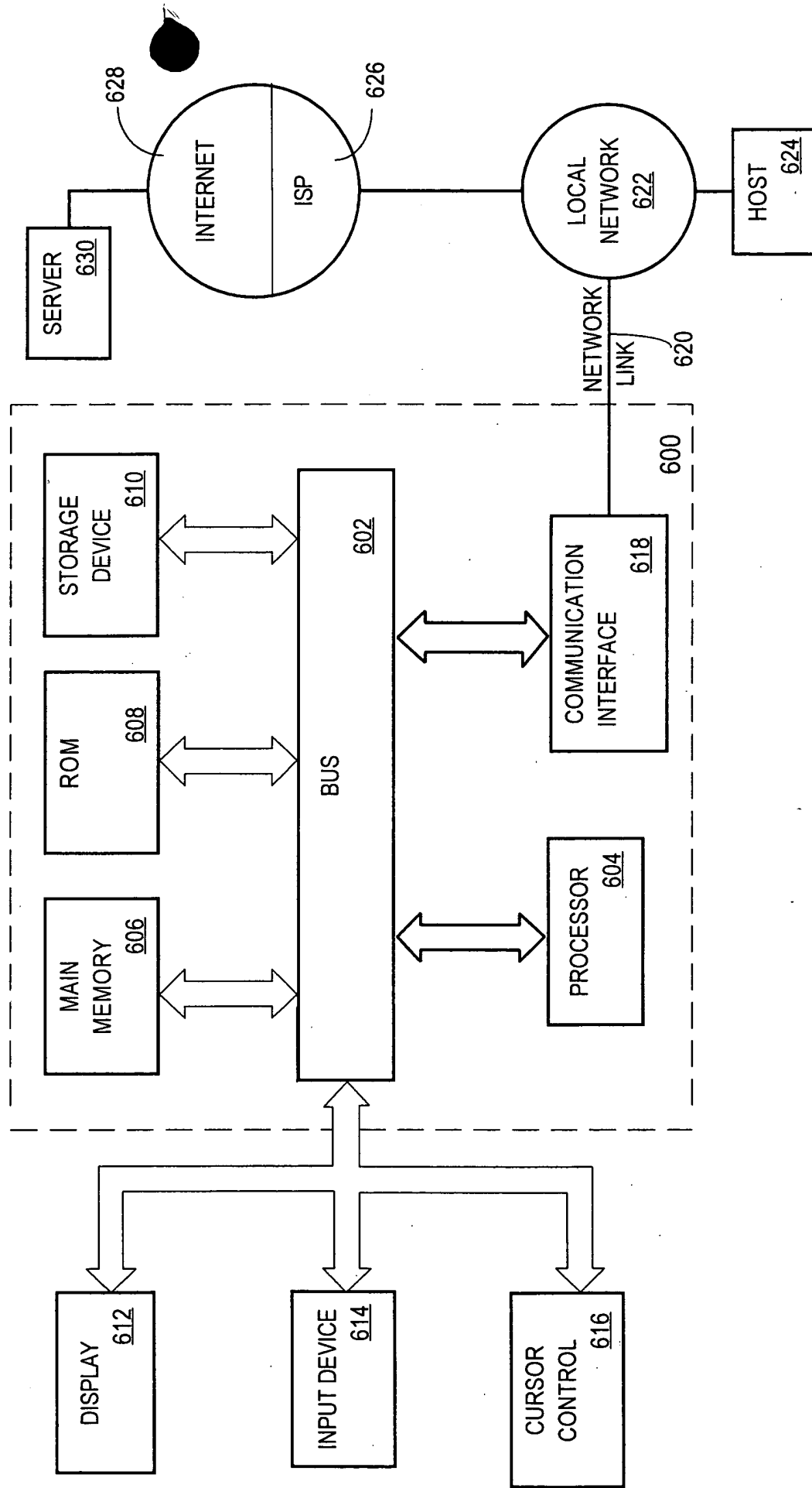




FIG. 7

700

